# Educational Resource: Complaints and Appeals

## FAQs

## *\*sourced from AEI National Code Implementation Guide*

**Q If the student has raised a matter informally with the school and is dissatisfied with the school’s informal response, what can the student do?**

A Refer the student to the ISP Complaints and Appeals Process and help them to contact DET (IED) about their complaint or appeal, if the student or their family would like assistance. DET (IED) may refer students and families back to the formal school complaint process if it is a school related matter, other matters will be dealt with internally by DET (IED).

**Q What is the difference between a complaint and an appeal?**

A In some cases the words ‘complaint’ and ‘appeal’ have different meanings. Usually a complaint refers to any matter that a student or their parent/guardian might seek a resolution to, for example a discrepancy in the amount of fees stated on an invoice. In contrast, an appeal usually refers to a student or their parent/guardian seeking a decision to be overturned, for example, a decision relating to an exam result or the decision to cancel a student’s enrolment for misbehaviour would be considered an appeal.